

Job Description

| | |
|--------------------------|---|
| Job Title | Casual Visitor Services Assistant |
| Location | Fishbourne Roman Palace |
| Reports to | Visitor Services Manager |
| Reporting to Post Holder | N/A |
| Main Purpose of the Job | To provide a welcoming and effective reception and gift shop sales service to visitors at our site. |

ACCOUNTABILITIES

| | |
|----|---|
| 1. | Responsibility for receiving and welcoming visitors to Fishbourne Roman Palace promptly and efficiently in accordance with the property standards, ensuring that the reception area is well presented and that visitors have good access to information to enhance their visit. |
| 2. | Process ticket and gift shop sales effectively to maximise income, ensuring the promotion of gift aid, society membership, events and guidebooks. |
| 3. | Responsibility for the security of the site(s) and the safety of visitors by ensuring that the Society's health and safety and security procedures are followed, including keyholder responsibilities. |

| Key Tasks |
|---|
| Welcome visitors to Fishbourne Roman Palace and process admission tickets whilst promoting gift aid, events, society membership and guidebooks. Process payments for giftshop sales. |
| Operate the till in accordance with instructions, processing payment transactions accurately. Cash up the tills at the end of each day in accordance with the Society's procedures. |
| Keep the reception desk and giftshop area tidy and clean, re-stock the displays and assist with incoming stocks and deliveries. |

| |
|--|
| Respond to enquiries in a positive manner both face to face and on the telephone. Provide accurate information including the key historical facts, what there is to see and do on site, forthcoming events and the facilities for private functions and ceremonies. Deal with telephone calls. |
| Act as keyholder to the property and operate opening and/or closing procedures as appropriate to the shift pattern worked, including alarms and general checking on the security of the premises and its artefacts. |
| Be familiar with health and safety policies and procedures including fire safety and evacuation procedures in order to direct visitors in an emergency. |
| As part of reception duties, provide assistance or guidance to other users of the property from time to time, including volunteers, Friends' groups or visitors to other staff in the building, ensuring they sign in and out. |

This job description sets out the key accountabilities of the post at the time when it was drawn up and is not an exhaustive list. The Society reserves the right to request staff to undertake work of a similar nature which might not be listed on the job description.

Person Specification: Casual Visitor Services Assistant

| Criteria | Competency | Essential | Desirable |
|----------------------------|---|------------------|------------------|
| Key abilities and skills | Ability to operate the till for payment transactions (training provided). | √ | |
| | Good interpersonal communication skills. | √ | |
| | Excellent customer service skills and focus | √ | |
| | Good organisational ability in a busy work environment | √ | |
| | Ability to carry out some manual lifting and handling of books and giftshop items | √ | |
| Education & Qualifications | Customer Service training | | √ |
| | First Aid at Work (training provided) | √ | |
| Knowledge & Experience | Retail experience | | √ |
| | Ability to handle cash and make payment transactions accurately. | √ | |

| | | | |
|-------|---|-------------------------------------|----------|
| | <p>Previous experience in a customer facing role</p> <p>A basic understanding of health and safety</p> <p>Knowledge and understanding of site security (training provided)</p> <p>Awareness of equality and diversity applied to service area</p> | <p>√</p> <p>√</p> <p>√</p> <p>√</p> | <p>√</p> |
| Other | A willingness to work flexibly | √ | |

April 2024